

MEMORANDUM

TO: Chairman Ron Jones
Director Debi Tate
Director Pat Miller
Director Sara Kyle

FROM: Eddie Roberson, Jr.
Chief, Consumer Services Division

DATE: October 25, 2005

RE: CONSUMER SERVICES DIVISION MONTHLY REPORT-SEPTEMBER¹

Regulated utility complaints received and investigated in September	109
Non-regulated complaints received and investigated in September	2
Number of follow-up investigations made in September	400
Year-to-date regulated utility complaint total	1,153
Number of Telemarketing complaints investigated in September	28
Year-to-date Telemarketing complaints	279
Year-to-date total of Tennesseans signed up for Do Not Call Register	2,326,392
Number of active telemarketing solicitors	488
Number of Do Not Call Renewal Applications Approved	21
Number of Do Not Fax complaints investigated in September	89
Year-to-date total of Do Not Fax complaints	832
Year-to-date total TDAP devices ordered	1,229
Number of calls to MCI Relay Center Intrastate: 39,955	Interstate: 4,499
	44,454

¹ Data in this report may change as information is updated.

Regulated Table

(Number of Regulated complaints received in September 2005)

Telephone Company's

1. BellSouth	46
2. CenturyTel	3
3. Sprint United	2
4. TDS	1

CLECS

1. AT&T Business	2
2. Birch	2
3. MCI	2
4. Nuvox/Trivergent	2
5. XO	3
6. Xspedius	1

Long Distance Companies

1. AT&T Business	1
2. AT&T Residential	10
3. MCI	4
4. Sprint	3

Gas, Water & Electric

1. Atlanta Gas	1
2. Atmos Energy	2
3. NGC	1
4. Tennessee American Water	1

Regulated Complaints for NR Companies

1. Amerilinc	1
2. AOL Internet Service	3
3. Member's Edge	1
4. Nationwide Connections	1
5. Navicomm	1

Resellers

1. Access Integrated Networks	2
2. AmeriTel	1
3. Andiamo Telecom	1
4. Angles	2
5. Cinergy	1
6. Farm Bureau Connection	1
7. IDT	1
8. ITC	1
9. One Call	1
10. Qwest	1
11. Reduced Rate Long Distance	1
12. Ring Again	1
13. Touchtone	1
14. Unitel Communications Group	1
15. Vartec	1
16. Vertex	1

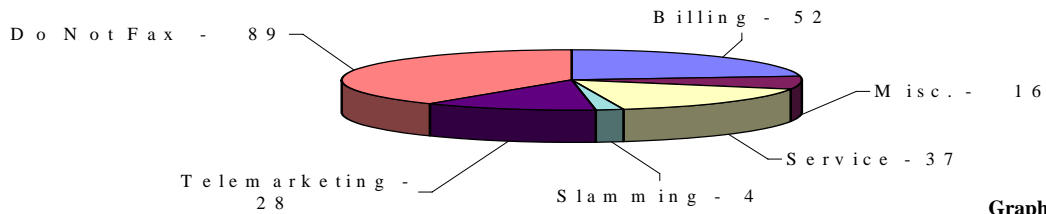
Non Regulated Complaints

1. AT&T Business	1
2. BellSouth	1

Billing Agents

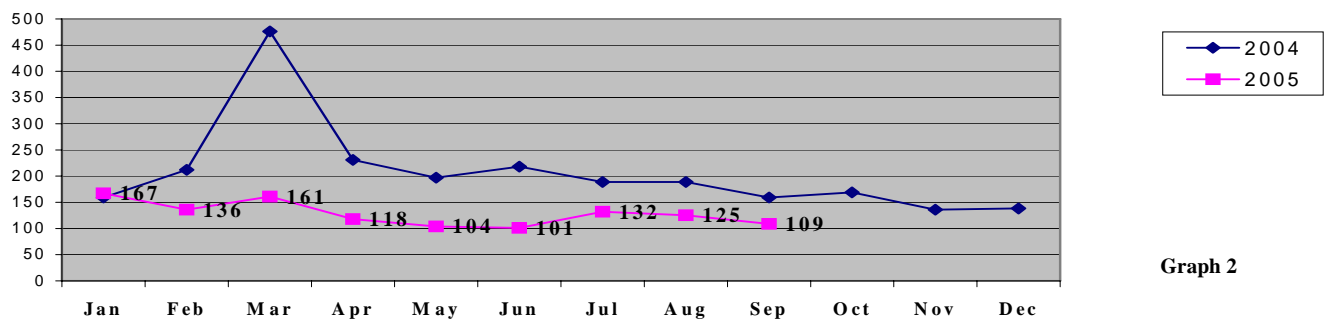
1. Integretel	2
2. OAN	2

Regulated Complaint Totals for September:



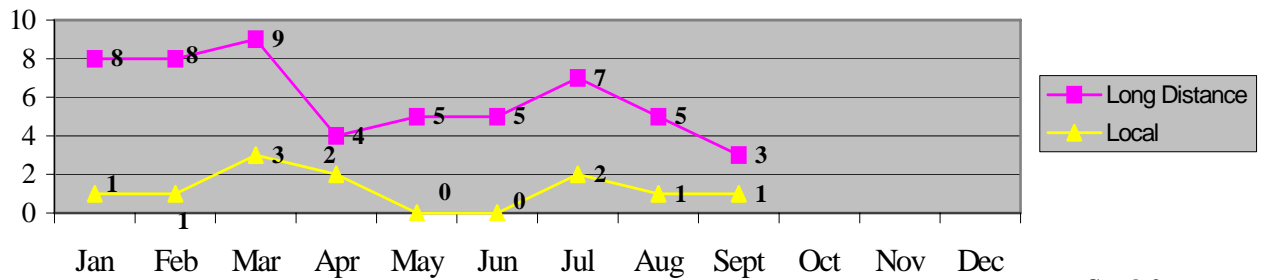
Graph 1

Regulated Utility Complaints from 2004 -2005:



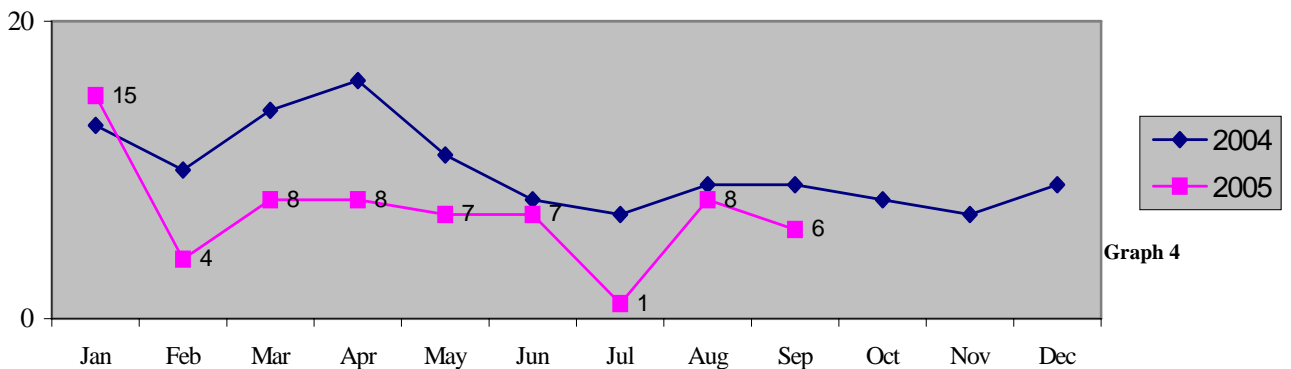
Graph 2

Slamming Totals:



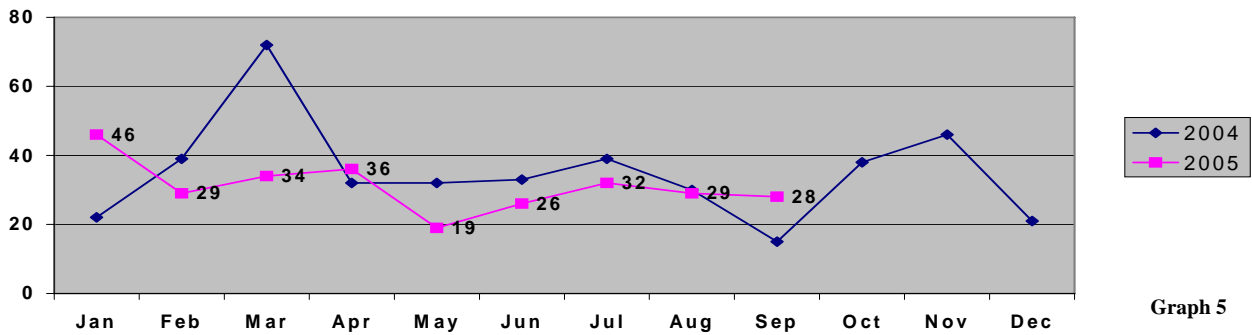
Graph 3

County Wide Calling Complaints from 2004 and 2005:

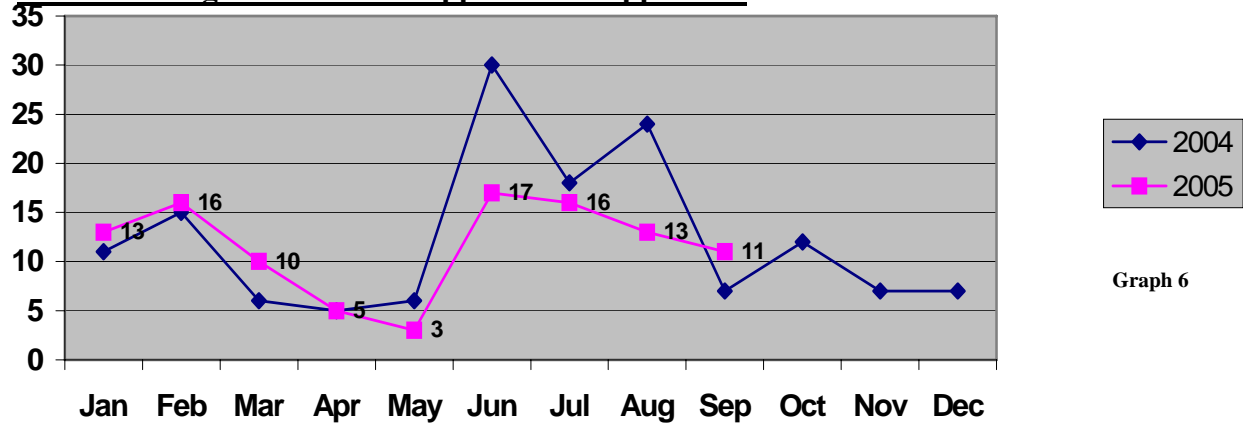


Graph 4

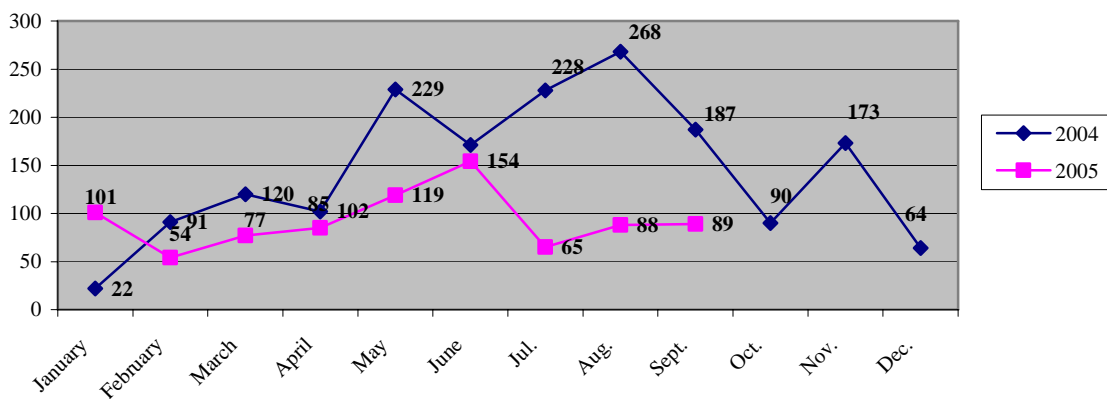
Telemarketing Complaints: (Most Complaints: Broadway Injury Center: 5)



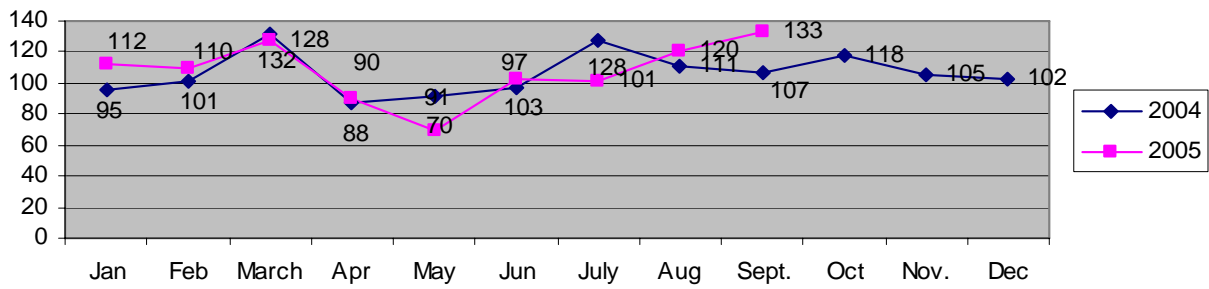
Telemarketing Solicitor New Applications Approved:



2005 Do Not Fax Complaints:

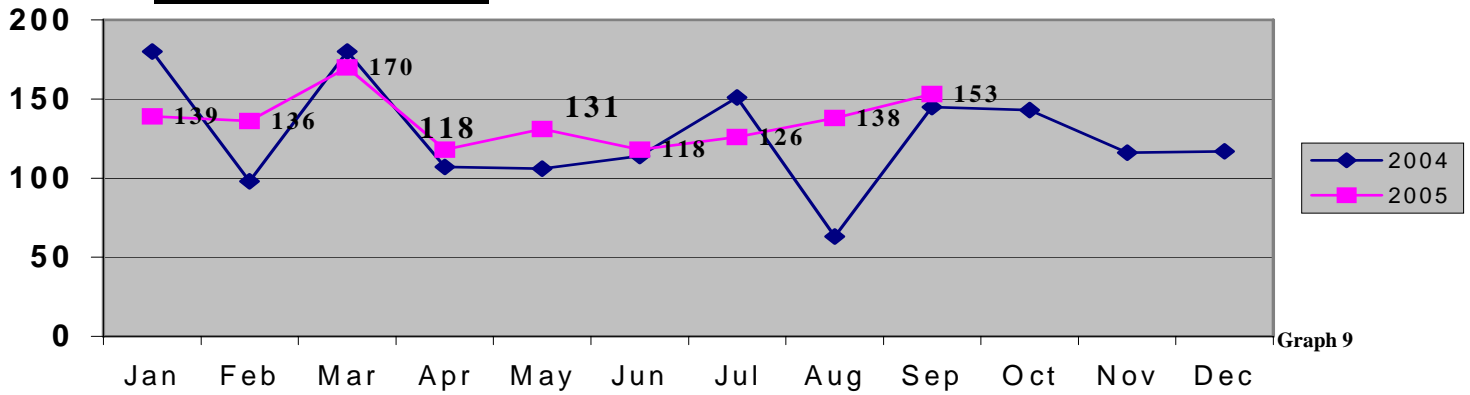


TDAP Applications Approved:



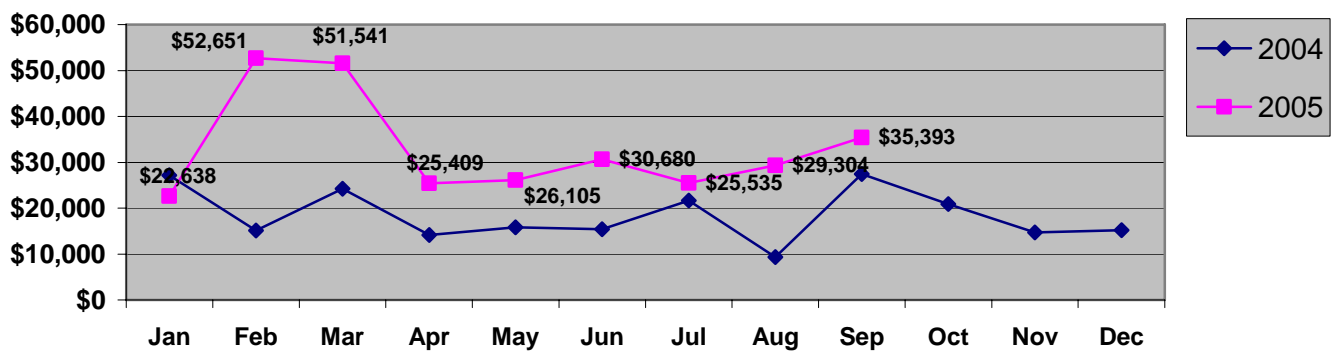
Graph 8

TDAP Devices Ordered:



Graph 9

Total Cost of TDAP Devices Ordered:



Graph 10

